

Culturally and Linguistically Appropriate Services (CLAS) Initiative
Language Access Subcommittee

Meeting Minutes

July 25, 2007

2pm – State Lab

Meeting Attendees: Charlot Lucien, Christine Farrell- O'Reilly, Jordan Coriza, Charlot Lucien, Dejene Ayele, Rodrigo Monterrey, Christie Burk, Christine Haley Medina

- I. Welcome and Introductions
- II. Co-Chair Meeting – 06.08
 - A. Talked about process of CLAS
 - B. Increase communication between subcommittees and coordinating committee
 - 1. co-chairs invited to participate
- III. Coordinating Committee 07.19.07
 - A. Attended by Seena Carrington of Commissioner's Office
 - 1. CC asked her for support of CLAS
 - B. Yesterday commissioner had meeting unveiling DPH priorities
 - 1. Will be new Office of Health Equity/Elimination of health disparities
 - 2. Elimination of health disparities one of Commissioner's priorities
 - C. Memo sent out by coordinating committee – distributed to membership
 - 1. Subcommittees need to have a work plan, budget and timetable, priorities by mid-August
 - D. RFR Language Development
 - 1. Is the priority to focus on internal or external activities?
 - a. the priority set by coordinating committee is the RFR language
 - 2. Sharon Dyer of Purchase of Service is going to have an ad hoc committee to work on RFR language - 250 Washington, August 1, 2pm
 - 3. Standards already look like RFR language, problem for us is once we ask for something to be done, we know what that means and help people achieve it, monitoring, etc
 - 4. Is this about writing CLAS language to go into the RFRs? Yes
 - 5. In the mean time, we come up with what vendors might need to be able to implement – i.e. provide training for things
 - 6. Are we thinking about hiring DPH people to hire people to do training? Could happen?
- IV. Work plans
 - A Logic model work plan developed by committee
 - B Consolidated work plan developed

- C. How do we define “external”?
 - 1. Providers, vendors, those funded through DPH RFRs
- D. How do we define “internal”?
 - 1. When we come into contact with consumers, e.g. 1-800 numbers, FOR Families
 - 2. Coordinating committee will hold a public meeting to discuss internal/external
- E. Technical Assistance
 - 1. Everyone will need it
- V. Possible Format of Work Plan for August 15
 - A. two page document
 - 1. identify work group
 - 2. establish work modalities (how often we have to meet, timelines)
 - 3. write work plan
 - 4. pilot with community
 - 5. develop budget – not with numbers, but format what we will need to make this happen, e.g. printing, training, etc.
 - 6. write a process memo that will accompany the work plan
- VI. Standard 5 – Improve availability and quality of written translations
 - A. External Standard
 - B. What we can do in the group – we can do things in committee,
 - 1. Can we develop guidance?
 - 2. Can we advise that DPH monitors vendors so it becomes part of their work?
 - 3. Committee members aren’t monitoring; it needs to be incorporated into the work of others
 - C. Challenges
 - 1. DPH can’t ask for vendors to do something when we aren’t doing it
 - 2. Committee needs to produce something, but I don’t really understand the issues
 - 3. If we can’t do this internally first, we can’t make anybody do this
 - a. DPH doesn’t have capacity to address language access issues
 - b. we have 800 line, only English and Spanish available on 800 number
 - 4. Developing the work plan
 - a. we don’t start with implementation, we start with strategy
 - b. we start with assessments, then develop the plan and look at measurement and evaluation
 - 5. Do people feel that they understand these standards?
 - a. Yes

6. We need to do something better than the RFR, we need to have a blueprint, logic model, the sequence of things, what DPH does, what the providers do, how are things supposed to work together,
 - a. yes but not by August 15th
 - b. these activities help us to bridge the gap from here to there
7. At the first CLAS meeting, leadership said going to look at internal issues, not external
 - a. CLAS wasn't going to address external issues this until year 2 or 3
 - b. a thorough needs assessment would be done; we wouldn't do anything external until assessment done
 - c. we are already in year 3
8. We can't build the engine of the plane, without knowing the dimensions of the plane
9. Meeting once a month is difficult because so much time passes between meetings and difficult to pick up and start all over again
10. CLAS would be clearer if group members did assigned readings
 - a. models of how to implement CLAS exist
 - b. members state that they did do reading months ago, but do not recall content
 - c. if there is a good model out there, then someone should give it to us, illustrate where they are, not just reading to read
 - i. HIV has good model, Charlot will distribute
 - ii. we can look at models but we will still need to adapt this to our own plan
11. Who will implement this work?
 - a. if the committee members will not be implementing CLAS standards, then the coordinating committee should identify who will be doing the work
 - b. budget – at this point don't worry about how we are going to pay for it, just on “this is what should be done”

VII. Next steps

- A. Meeting to work on plan next week – Tuesday at 3pm, Jordan will send e-mail
- B. Next scheduled monthly meeting – Wed. August 22nd, Location TBD

Chalkboard Notes

- Organizing the group - completed
- Work process – that we meet monthly, infrastructure of group- complete
- Assessing language access capacity – DPH(internal); external (community); make a recommendation that an internal process needs to done; creating report

of that (this is what needs to be done, not who is going to be do it- 2-3 months/more than 3)

- Writing the CLAS standards implementation plan
- Establishing resources – (\$, expertise, DPH, community)
- Reviewing the standards (vendors, community, patients, clients)
- Pilot standards with those that will be using them/ evaluation
- If pilot is confirmed, deliver the product (Book with guidance, tools, instructions, workshops)
- Orientation and training
- Monitoring

C. Haley Medina 07.27.07